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## CITY CLERK DEPARTMENT

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### **MISSION**

Provide quality customer service in a timely manner to the Commission, City staff, other governmental agencies, and the general public.

### **FY 1999/2000 GOALS, OBJECTIVES AND SELECTED PERFORMANCE MEASURES**

	FY 1997/1998	FY 1998/1999	FY 1999/2000
<b><u>DIVISION:</u></b> Administration	<u>Actuals</u>	<u>Estimated</u>	<u>Proposed</u>
Total Budget	\$730,959	\$756,635	\$837,730
Total FTE's	10	10	10

1. Goal: Prepare and coordinate documentation to support the Commission agenda. Prepare, setup and provide minutes for all City Commission meetings and workshops.

- Objectives:
- a. Provide accurate, high quality agenda items for the City Commission.
  - b. Provide support to the City Commission, City staff and all people in attendance at the City Commission meetings.
  - c. Preserve document history of all meetings.
  - d. Maintain and file official records of the City.

	FY 1997/1998	FY 1998/1999	FY 1999/2000
<u>Selected Performance Measures</u>	<u>Actuals</u>	<u>Estimated</u>	<u>Target</u>

#### **Workloads/Outputs**

##### Agenda Preparation:

Conference Items	273	280	280
Regular Items	1,131	1,200	1,200
Special Items	18	20	20
Average Pages in Agenda Package	1,000	1,100	1,100

##### **Efficiency:**

Agenda Items Processed/2 FTE's	711	750	750
Agenda Pages Reviewed, Corrected & Typed /Agenda/2 FTE's	500	550	550

##### **Effectiveness:**

Timely Friday Mailout of 100 Agendas to Home-Owners Associations, Businesses, and Citizens	100 %	100 %	100 %
Timely Agenda Distribution to Commission	100 %	100 %	100 %
Same Day Distribution of Additional/ Supplementary Agenda Information	100 %	100 %	100 %

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2. Goal: Coordinate appointments made by the Commission to all advisory boards and prepare necessary appointment correspondence and certificates.

- Objectives:
- a. Contact advisory board members by phone in a timely manner to inform them of appointment/reappointment.
  - b. Provide advisory board liaisons with revised board lists and inform liaison of Commission actions pertaining to advisory boards (appointments, etc.).
  - c. Prepare all advisory board correspondence (appointment letters, reappointment letters, certificates etc.).
  - d. Maintain master file of all addresses, applications/resumes, and board member history.

<u>Selected Performance Measures</u>	<u>FY 1997/1998 Actuals</u>	<u>FY 1998/1999 Estimated</u>	<u>FY 1999/2000 Target</u>
<b>Workloads/Outputs</b>			
Citizen and Advisory Board Correspondence	550	550	550
Advisory Board Telephone Inquiries	473	473	473
Advisory Boards	27	28	28
Advisory Board Membership	254	261	261
<b>Efficiency:</b>			
Citizen and Advisory Board Correspondence/2 FTE's	275	275	275
Telephone Inquiries/2 FTE's	237	237	237
Advisory Boards/1.5 FTE's	18	18	18
Advisory Board Membership/1.5 FTE's	169	174	174
<b>Effectiveness:</b>			
Timely Notification to Advisory Board Members and Board Liaisons	100 %	100 %	100 %

3. Goal: Serve as the liaison between the City Commission, City departments and the general public.

- Objectives:
- a. Assist citizens with inquiries and refer matters to the appropriate department or agency for action.
  - b. Prepare responses to correspondence received by the City Commission.

## CITY CLERK DEPARTMENT

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<u>Selected Performance Measures</u>	FY 1997/1998 <u>Actuals</u>	FY 1998/1999 <u>Estimated</u>	FY 1999/2000 <u>Target</u>
<b>Workloads/Outputs</b>			
City Commission/Citizen Action Inquiries	550	300 *	N/A *
Proclamations	189	193	200
Customer Telephone Inquiries	59,950	61,600	62,800
Correspondence Processed	7,150	9,460	10,406
Travel Arrangements Made	39	44	48
<b>Efficiency:</b>			
City Commission/Citizen ACTION Items/1.5 FTE's	367	200 *	N/A *
Proclamations/1.5 FTE's	126	129	133
Customers Assisted by Telephone/FTE	11,990	12,320	12,560
Letters/Memos Sent/4 FTE's	1,788	2,365	2,602
Travel Arrangements Made/1 FTE	39	44	48
<b>Effectiveness:</b>			
Days to Respond to Requests	2	2	2

\*Note: Action Requests are now being handled by the City Manager's office effective January 15, 1999.